

AMENDMENTS

In the Claims

- 1 1. (Currently Amended) A computer implemented method for creating knowledge
2 in a solution network comprising:
 - 3 generating knowledge for a solution network based upon an interaction with a user of the
4 solution network, the generating knowledge being via a computer system;
 - 5 saving the knowledge for the solution network while interacting with the user, the saving
6 the knowledge being via the computer system; and,
 - 7 incubating the knowledge for the solution network before releasing the knowledge for
8 general access, the incubating holding the knowledge while the knowledge is
9 confirmed as a successful resolution, the incubating the knowledge being via the
10 computer system.
- 1 2. (Canceled)
- 1 3. (Original) The method of claim 1 further comprising:
2 augmenting current knowledge while interacting with a user of the solution network.
- 1 4. (Original) The method of claim 1 further comprising:
2 providing a self help module within the solution network;
3 enabling the user to access the self help module to access the knowledge of the solution
4 network; and,
5 monitoring the user activity while the user is accessing the knowledge of the solution
6 network.
- 1 5. (Original) The method of claim 4 further comprising:
2 modifying the knowledge based upon the monitoring.
- 1 6. (Original) The method of claim 1 further comprising:
2 storing information relating to customer systems;

3 linking the information relating to customer systems to the solution network; and,
4 using the information relating to the customer systems when generating knowledge for
5 the solution network.

1 7. (Original) The method of claim 4 further comprising:
2 publishing the knowledge for the solution network immediately upon release of the
3 knowledge such that the knowledge for the solution network is available to other
4 users of the solution network as soon as the knowledge is released.

1 8. (Original) The method of claim 4 further comprising:
2 maintaining a service history on a customer basis;
3 using the service history to tailor customer specific solutions.

1 9. (Original) The method of claim 1 wherein:
2 the solution network supports customer systems; and
3 the customer systems include information handling systems.

1 10. (Previously Presented) A system for creating knowledge in a solution network
2 comprising:
3 means for generating knowledge for a solution network based upon an interaction with a
4 user of the solution network;
5 means for saving the knowledge for the solution network while interacting with the user;
6 and,
7 means for incubating the knowledge for the solution network before releasing the
8 knowledge for general access, the incubating holding the knowledge while the
9 knowledge is confirmed as a successful resolution.

1 11. (Canceled)

1 12. (Original) The system of claim 10 further comprising:
2 means for augmenting current knowledge while interacting with a user of the solution
3 network.

1 13. (Original) The system of claim 10 further comprising:
2 means for providing a self help module within the solution network;
3 means for enabling the user to access the self help module to access the knowledge of the
4 solution network; and,
5 means for monitoring the user activity while the user is accessing the knowledge of the
6 solution network.

1 14. (Original) The system of claim 13 further comprising:
2 means for modifying the knowledge based upon the monitoring.

1 15. (Original) The system of claim 10 further comprising:
2 means for storing information relating to customer systems;
3 means for linking the information relating to customer systems to the solution network;
4 and,
5 means for using the information relating to the customer systems when generating
6 knowledge for the solution network.

1 16. (Original) The system of claim 13 further comprising:
2 means for publishing the knowledge for the solution network immediately upon release
3 of the knowledge such that the knowledge for the solution network is available to
4 other users of the solution network as soon as the knowledge is released.

1 17. (Original) The system of claim 13 further comprising:
2 means for maintaining a service history on a customer basis;
3 means for using the service history to tailor customer specific solutions.

1 18. (Original) The system of claim 10 wherein:
2 the solution network supports customer systems; and
3 the customer systems include information handling systems.

1 19. (Previously Presented) A solution network comprising:

2 a technician interface, the technician interface enabling generating knowledge based upon
3 an interaction with a user of the solution network;
4 a repository coupled to the technician interface, the repository storing knowledge relating
5 to troubleshooting solutions, the knowledge relating to troubleshooting solutions
6 including the knowledge based upon the interaction with the user, the knowledge
7 based upon the interaction with the user being stored in the repository while
8 interacting with the user, the knowledge being incubated before being released for
9 general access, wherein incubating the knowledge holds the knowledge while the
10 knowledge is confirmed as a successful resolution; and,
11 an information broker coupled to the technician interface and to the repository, the
12 information broker determining a best answer for the user based upon information
13 provided by the user.

1 20. (Previously Presented) The solution network of claim 19 further comprising:
2 a customer interface, the customer interface being coupled to the repository and to the
3 technician interface, the customer interface providing an interface for a customer
4 to the solution network.

1 21. (Original) The solution network of claim 19 further comprising:
2 a real time publishing agent, the real time publishing agent enabling the solution network to release
3 knowledge while the solution network is operating.

1 22. (Original) The solution network of claim 19 further comprising:
2 an external repository, the external repository storing information relating to customers,
3 the external repository being coupled to the technician interface.

1 23. (Original) The solution network of claim 19 further comprising:
2 a replacement parts module, the replacement parts module generating solutions relating to
3 which replacement parts are associated with particular systems.

1 24. (Original) The solution network of claim 19 further comprising:

2 a solution authoring module, the solution authoring module enabling authoring of
3 authored knowledge solutions and applying attributes to the authored knowledge
4 solutions.

1 25. (Original) The solution network of claim 19 further comprising:
2 a non-solution network content module, the non-solution network content module storing
3 information regarding policies and procedures within the repository.

1 26. (Original) The solution network of claim 19 further comprising:
2 a decision tree authoring module, the decision tree authoring module linking knowledge
3 in a process oriented manner.